



Australian Government

TLIP2038 Conduct, balance and secure financial transactions

Release: 1

TLIP2038 Conduct, balance and secure financial transactions

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the knowledge and skills required to communicate with customers and to operate a range of point-of-sale equipment to perform sales transactions, and to balance and reconcile a register or terminal.

It involves conducting transactions, clearing the register, counting money, calculating non-cash transactions, and reconciling and recording takings.

This unit applies to frontline staff working under some supervision and requires the application of organisational policy and procedures in undertaking work tasks.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration & Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Operate point-of-sale equipment

- 1.1 Point-of-sale equipment is operated in accordance with design specifications
- 1.2 Point-of-sale terminal is opened and closed in accordance with organisational policies and procedures

- 1.3 Point-of-sale terminal is cleared and tender is transferred in accordance with organisational policies and procedures
- 1.4 Cash handling is conducted in accordance with organisational security procedures
- 1.5 Supplies of change and cash float are maintained in point-of-sale terminal in accordance with organisational policies and procedures
- 1.6 Records of transaction errors are recorded in accordance with organisational policies and procedures
- 1.7 Adequate supplies of dockets, vouchers and point-of-sale documents are maintained
- 2 Perform point-of-sale transactions**
 - 2.1 Point-of-sale transactions are completed in accordance with organisational policies and procedures, and relevant legislation
 - 2.2 Organisational procedures for cash and non-cash transactions are identified and applied
 - 2.3 Organisational policies and procedures for exchanges and returns are identified and applied
 - 2.4 Information is entered correctly into point-of-sale equipment
 - 2.5 Total price and amount of cash received is verbally stated and correct change is tendered
- 3 Complete sales**
 - 3.1 Relevant documentation is completed in accordance with organisational policies and procedures
 - 3.2 Sales transactions are processed in a timely manner in accordance with organisational policies and procedures
- 4 Remove takings from register or terminal**
 - 4.1 Register or terminal is balanced at designated times in accordance with organisational policies and procedures
 - 4.2 Cash float is separated from takings prior to balancing and is secured in accordance with organisational policies and procedures
 - 4.3 Change is supplied to register or terminal in accordance with organisational policies and procedures
 - 4.4 Register or terminal reading or printout is obtained and interpreted

4.5 Cash and non-cash documents are removed and secured in accordance with organisational policies and procedures

5 Reconcile takings

5.1 Cash is counted accurately

5.2 Non-cash documents are calculated accurately

5.3 Balance between register or terminal reading and sum of cash and non-cash transactions is determined correctly and recorded in accordance with organisational policies and procedures

5.4 Discrepancies between register or terminal reading and sum of cash are determined correctly and recorded in accordance with organisational policies and procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2038A Conduct, balance and secure financial transactions.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP2038 Conduct, balance and secure financial transactions

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation
- applying relevant organisational policies and procedures when handling cash and removing takings from register or terminal, cash float, reading registers and recording information
- calculating financial transactions in accordance with workplace procedures
- communicating effectively verbally and non-verbally
- counting cash
- implementing relevant organisational policies and procedures
- interpreting and completing relevant documentation
- managing time effectively and completing tasks in a set timeframe
- operating register or terminal equipment in accordance with manufacturer instructions and organisational procedures
- processing documentation and records responsibly in accordance with organisational policies and procedures
- reporting on financial transactions
- tendering correct change
- using point-of-sale equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- cash and non-cash handling procedures
- organisational policies and procedures for conducting, balancing and securing financial transactions
- relevant legislation, regulations and codes of practice
- workplace policies and procedures for client service and point-of-sale techniques.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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